

Volunteer Center

Code: ANCMF-AU-GB-VC-02 • Facility: Government Building • Frequency: daily

Scope of Work

- Dusting of all surfaces including desks, chairs, and shelves.
- Vacuuming of carpeted areas and mats.
- Mopping of hard floors using appropriate cleaning solutions.
- Sanitising of high-touch areas such as door handles, light switches, and telephones.
- Cleaning and sanitising of kitchen areas, including benchtops, sinks, and taps.
- Emptying and sanitising rubbish bins and replacing liners.
- Cleaning and sanitising of toilets, including bowls, seats, and basins.
- Replenishing of consumables such as toilet paper, hand soap, and paper towels.
- Inspection and cleaning of windows and glass surfaces.

Method

1. Begin with dusting all surfaces using a microfibre cloth to capture dust and allergens.
2. Vacuum all carpeted areas using a HEPA-filter vacuum cleaner to ensure air quality.
3. Mop hard floors with a neutral pH cleaner, ensuring no residue is left.
4. Use a disinfectant spray on high-touch areas, allowing appropriate dwell time for effectiveness.
5. In kitchen areas, use food-safe cleaning products to clean and sanitise surfaces.
6. Empty rubbish bins, clean with a disinfectant, and replace liners.
7. Clean toilets with a toilet-specific cleaner, ensuring thorough sanitisation.
8. Check and replenish consumables, ensuring stock levels are maintained.
9. Clean windows and glass surfaces with a streak-free glass cleaner.

Equipment

- Microfibre cloths
- HEPA-filter vacuum cleaner
- Mop and bucket with neutral pH cleaner
- Disinfectant spray
- Food-safe cleaning products
- Rubbish bin liners
- Toilet cleaning supplies
- Glass cleaner

Quality Criteria

Performance Level	Criteria
Excellent	All surfaces are free of dust and marks; floors are spotless with no residue; high-touch areas are sanitised with no visible fingerprints; kitchen and toilets are immaculate with no odours; consumables are fully stocked.
Good	Minor dust on high surfaces; floors are clean with minimal residue; high-touch areas are mostly sanitised; kitchen and toilets are clean with minimal odours; consumables are adequately stocked.
Pass	Noticeable dust on surfaces; floors have some residue; high-touch areas are partially sanitised; kitchen and toilets are clean but with some odours; consumables are low but available.
Fail	Visible dust and marks on surfaces; floors are dirty with visible residue; high-touch areas are not sanitised; kitchen and toilets are dirty with strong odours; consumables are depleted.